

Patient Handbook

U.S. Naval Hospital Okinawa, Japan

Our tradition of compassion and care continues...

WELCOME
FROM THE COMMANDING OFFICER

Welcome to U.S. Naval Hospital Okinawa, Japan!



We have a long tradition of compassion, safety, and quality care and our goal is to provide you with the best care possible. We are proud of our facilities and especially our dedicated staff, who provide high quality, patient and family centered care to our warriors, their families, and others entrusted to us.

We are committed to making your experiences in our facility as comfortable and satisfying as possible. At USNH Okinawa, we consider our patients to be part of the healthcare team. As a partner in your healthcare, we encourage you to talk to your healthcare providers and ask questions about your care.

This handbook is a good source of information, designed to help acquaint you with our services and how to access these services. If you have any questions or concerns that are not addressed in this handbook, please request assistance from any member of our healthcare team or call our Command Customer Relations Office at 646-7432.

Your compliments and concerns are important to us. After your visit or hospital stay, you may receive a survey in the mail about your experience of care at our facility. I ask that you take the time to complete and submit the survey.

On behalf of the men and women of USNH Okinawa, I extend my personal welcome and thank you for the opportunity to serve you and your families.

Sincerely,

Capt. Pius A. Aiyelawo
Commanding Officer,
U. S. Naval Hospital Okinawa



TABLE OF CONTENTS

Our Mission **4**

Patient Assistance **5**

Patient Rights Safety **6-7**

Dialing Instructions **8**

Hospital Services **9-15**

Administrative Services 9

Clinical Services 10-13

Branch Clinics 14

Wards 15

Resources **16**

Building Information. **17**

Building Directory **18-22**

Location & Address. **23**

Typhoon Information **24**

Notes Sections **25**

Frequently Used Phone Numbers. **26**

Important Information

Our Mission

To support military readiness and promote, maintain, and restore the health of those entrusted to our care.

About Us

U.S. Naval Hospital Okinawa, Japan is the largest overseas Military Treatment Facility and is the referral center for the entire Western Pacific. Jointly staffed by Navy, Army, Air Force and Marine Corps personnel, the hospital serves a beneficiary population of 55,000 active duty personnel, their family members, civilian employees, contract personnel and retirees. In addition to caring for the on-island population, the hospital also serves as a referral hospital for over 189,000 beneficiaries throughout the Western Pacific, including afloat forces operating in the Western Pacific Area of Operations.

The hospital was originally constructed in 1958 as a U.S. Army hospital. The hospital was located at Camp Kuwae in Chatan along Route 58, across from the present day American Village area of Chatan Town. In 1982, the camp was renamed Camp Lester in honor of Fred Faulkner Lester, a U.S. Navy Corpsman who received The Congressional Medal of Honor for his heroic actions while serving with a Marine Corps unit during the Battle of Okinawa in World War II. U.S. Naval Hospital Okinawa relocated from Camp Lester to its current location on Camp Foster in March 2013.

U.S. Naval Hospital Okinawa is also responsible for the six Branch Medical Clinics located on Marine Corps installations throughout the island. These branch clinics are located at Camp Schwab, Camp Hansen, Camp Courtney, Camp Foster, Marine Corps Air Station Futenma, and Camp Kinser, and are staffed by personnel from U.S. Naval Hospital and III Marine Expeditionary Force (III MEF) major subordinate commands.

Military Family Medicine Clinics, located on Camp Kinser, Camp Courtney, and Camp Foster, provide primary care services to our active duty service members and their families.

Patient Assistance

Quarterdeck & Information Desk 646-7555

The U.S. Naval Hospital Quarterdeck and Information Desk are located just inside the hospital main entrance. Providing general information and assistance for you, our beneficiaries, 24 hours a day, seven days a week. Call at any time for hospital telephone directory assistance, or to speak with the Officer of the Day (OOD).

Concierge Services 646-7555

Bilingual Concierge services are available at the Information Desk Monday through Friday during normal working hours to assist you with directions, questions, wheelchairs, building escorts and in any other way possible...*it is our pleasure to serve you!*

Customer Service Officer *"How are we doing?"* 646-7432

First Floor, East Wing

U.S. Naval Hospital Okinawa welcomes all concerns and compliments about the service you received as a patient. Please contact our Customer Service Officer to *let us know how we can improve your experience at our hospital.*

You can also submit an Interactive Customer Service (ICE) comment from our home page on the world wide web: *www.med.navy.mil/sites/nhoki* and click on the "ICE" icon.

Relay Health

Relay Health is a web-based application that provides connectivity to your healthcare provider for routine communications. With Relay Health, you can:

- Schedule Appointments
- Request Medication Renewals
- Receive test and lab results
- Ask your healthcare team about non-urgent symptoms
- Maintain your personal health record (PHR)

To register, go to www.relayhealth.com or follow the "Medical Home Port" link on our web page.

Okinawa Clinical Answering Service (OCAS)

The **Okinawa Clinical Answering Service** is a free after hours (4:30pm-7:30am) service provided by U.S. Naval Hospital Okinawa to all Military Health System (MHS) beneficiaries residing in Okinawa.

If you need medical advice after hours, on weekends or holidays please call us.
The service is fast, easy to use, and is strictly confidential.

OCAS 646-7484 or 646-7HUG

When you call the OCAS Line, a receptionist will ask you a few questions and contact one of our healthcare providers with your information. The healthcare provider will then call you directly to address your concerns.

Please call your Primary Care Clinic during regular clinic hours.

Your Rights as a Patient

Your Rights as a Patient at USNH Okinawa

1. **QUALITY CARE.** You and your family have the right to quality medical and dental care and treatment. You also have the right to refuse treatment to the extent permitted by law and government regulations, and to be informed of the consequences of your refusal. If we cannot provide you with the care you require, you will be transferred to another facility if medically advisable.

2. **PAIN MANAGEMENT**. You have the right to be treated for alleviation of pain and discomfort consistent with accepted medical and safety practices.

3. **RESPECTFUL TREATMENT**. You have the right to considerate and respectful care, with recognition of your personal dignity, and respect for your cultural, personal, and religious values.

4. **PRIVACY AND CONFIDENTIALITY.** You have the right, within law and military regulations, to security, personal privacy and confidentiality of information concerning your medical care.

5. **IDENTITY.** You have the right to know at all times the name, professional status, and professional credentials of health care personnel involved in your care.

6. **EXPLANATION OF CARE.** You have the right to an explanation concerning your diagnosis, treatment, medical procedures, and prognosis (what to expect) in terms you can understand. When it is not medically advisable to provide this information to you, it will be provided to appropriate family members or your designated decision maker.

7. **INFORMED CONSENT.** You have the right to receive the necessary information needed to make knowledgeable decisions on consent or refusal for treatments. Such information should include significant complications, risks, benefits, and alternative treatments available.

8. **RESEARCH PROJECTS.** You have the right to be advised if the facility proposes to engage in or perform research associated with your care or treatment. You have the right to refuse to participate in any research projects.

9. **SAFE ENVIRONMENT.** You have the right to care and treatment in a secure, safe environment, and access to protective services if necessary.

10. **RULES AND REGULATIONS.** You have the right to be informed of the facility's rules and regulations that relate to patient or visitor conduct (such as rules prohibiting smoking), and the right to expect compliance with those rules from other individuals.

11. **VOICING CONCERNS.** You have the right to voice your concerns as a patient in this facility. You are also entitled to information about the facility's mechanism for the initiation, review, and resolution of patient complaints.

Partner With Us for Patient Safety

Naval Hospital Okinawa uses the National Patient Safety Goals as our framework for providing quality care. We care about your health and encourage patients to ask questions and be involved in your care.

Our Staff's Role in Patient Safety

All USNH Okinawa staff members are required to:

- *Wear a Naval Hospital Okinawa Hospital ID badge and introduce themselves.*
- *Wash hands before and after patient contact to prevent the spread of infection.*
- *Explain your condition and how you will be cared for clearly and completely.*
- *Check patient ID bands and ask your full name and date of birth before administering medication or performing a test or procedure.*
- *Ask about allergies and reactions to medications, food or environment.*
- *Place a special wristband on you as an allergy alert.*
- *Assess your risk for falling and take appropriate measures.*
- *Mark the surgery or procedure site when it involves an area of the body with two sides (arms, legs, etc).*
- *Ask whether you are in pain and assist with managing pain.*

Your Role in Patient Safety

How you can be an active partner in your health care:

- *Provide up-to-date, accurate information about your present health condition.*
- *Provide a list of current medications indicating when and why you take them. Include all medications—prescription, over-the-counter and herbal.*
- *Prepare by writing down questions for your healthcare professionals.*
- *Read all forms before signing. Ask for clarification if you need it.*
- *Ask questions. Express concerns. Ask again for clarification if anything is not clear.*
- *Ask about any medications being prescribed to you.*
- *It's OK to ask your caregiver to wash their hands.*

Bring an Advocate. Be an Advocate

- *Ask a family member or friend to accompany you to ask questions and help remember or write down information.*
- *Select a single person for updates. Please let us know who that is.*
- *Stay as involved as possible in decisions about your treatment.*

Please tell your physician, nurse, corpsman, or other member of your healthcare team if you have concerns.

If you feel an issue is not resolved, please contact:

Command Customer Relations
646-7432

Dialing DSN from Off Base

You can now dial any hospital phone number from off base

To call a USNH Okinawa from off base or a cell phone:

- If the hospital number is 646-XXXX, dial: 098-971-XXXX
- For example, the Quarterdeck is 646-7555, dial: 098-971-7555

To call USNH Okinawa from the United States:

- Country Code for Japan: 81
- To dial hospital numbers direct from U.S.: 011-81-611-746-XXXX
- For example, to call the Quarterdeck, dial: 011-81-611-746-7555

To call USNH Okinawa from a DSN line:

- DSN Prefix: 315

To direct dial other DSN numbers on island:

- 622 numbers, dial (098) 954-XXXX
- 623 numbers, dial (098) 969-XXXX
- 630 numbers, dial (098) 960-XXXX
- 632 numbers, dial (098) 962-XXXX
- 633 numbers, dial (098) 959-XXXX
- 634 numbers, dial (098) 961-XXXX
- 645 numbers, dial (098) 970-XXXX
- 646 numbers, dial (098) 971-XXXX
- 959 numbers, dial (098) 959-XXXX

To call on island DSN numbers from a United States number:

- (098) 611-7-XX-XXXX

Kadena Base Operator : 098-938-1111

Camp Foster Base Operator: 098-911-5111

Administrative Services

Birth Registrations 646-7687

First Floor, East Wing

The Birth Registrations Office will assist you and the U.S. Consulate in Naha to ensure timely registration for your new baby's birth registration and passport documents.

Chaplain (Pastoral Care Services) 646-7394

First Floor, West Wing

Pastoral Care is dedicated to helping not only you, but also your family and our staff with healing and strengthening by exploring their spiritual needs, hopes, and resources.

Uniform Business Office (UBO) 646-7213

First Floor, East Wing

Formally know as the Collections Office. If you are a patient with private health insurance, you need to register with the UBO. Always check out with the UBO if you were admitted as an inpatient. A patient being discharged during weekends or after working hours should call the Uniform Business Office on the next working day.

Outpatient Records 646-7689

First Floor, East Wing

Outpatient Records is your first stop to register as a patient at the hospital, and is also where outpatient health records are maintained. Active duty records are maintained at the clinic that runs sick call for the service member's unit. Beneficiaries, retirees and civilian government workers' records are maintained at the facility that provides primary outpatient care to the individual.

TRICARE Service Center

First Floor , East Wing

Beneficiary Service Representative: 646-7700

Beneficiary Counseling Assistance Coordinator: 646-7704

Clinical Services

Ambulatory Procedure Unit (APU) 646-7284

Second Floor, West Wing

The Ambulatory Procedure Unit is also referred to as "Same Day Surgery". Your doctor schedules you for a surgical procedure that may or may not require admission to the hospital. In this unit, we strive to make this experience a positive one. We will prepare you for admission to the hospital or to go home from surgery **THAT DAY** safely and comfortably.

Audiology

Diagnostic Exam **646-7890**

Third Floor, East Wing **Annual Audiogram** **643-7803**

Our clinic provides you with audiology services. Services include audiograms (hearing tests) and infant hearing screenings. Hearing aide evaluations and fittings are available on a referral basis.

Dental/Oral Surgery Clinic 646-7862

Third Floor, East Wing

Dental appointments are military commitments and as such, have priority over normal duty requirements. Retirees and their family members are eligible beneficiaries who will receive services rendered on a space available basis or by appointment when possible.

After hour dental emergencies are provided for you at Evans Dental Branch Clinic (645-7381) located on Camp Foster or Drinkhouse Dental Clinic (623-4657) at Camp Hansen.

Deployment Health Clinic (DHC) 646-7169

Second Floor, East Wing

The Deployment Health Center provides medical care to pre-deploying or post-deployed personnel. We offer highly qualified mental health providers who will address your deployment-related mental health needs.

Dermatology Clinic 646-7228

Second Floor, East Wing

The Dermatology Clinic treats diseases and conditions of the skin. Appointments are obtained by a consult and referral from your Primary Care Manager (PCM).

Educational Intervention & Developmental Services

Calling from off-base: 098-961-2740/2747 **634-2740**

Kadena Air Base, Building 9497 **634-2747**

EDIS provides early intervention services and related services assigned to eligible military and civilian children and their families with special needs.

Emergency Department 646-7311

First Floor, West Wing

To request an ambulance:

From on base dial 911

From off base or cell phone dial 098-911-1911.

The Emergency Department exists for the immediate treatment of life threatening, limb threatening, or other serious illness or injury. Open 24 hours a day, 7 days a week.

Ear, Nose & Throat Clinic (ENT/Otolaryngology) 646-7725

Third Floor, East Wing

The ENT Clinic offers a full range of consultative and surgical services, including endoscopic sinus and airway surgery, reconstructive/trauma repair, otologic (ear), snoring/sleep apnea, and pediatric services. Appointments are obtained by a consult and referral from your Primary Care Manager (PCM).

Family Medicine Clinic 646-7517

First Floor, East Wing

Family Medicine provides primary care for dependants, retirees, and other eligible beneficiaries.

General Surgery Clinic 646-7221

2nd Floor, East Wing

The General Surgery Clinic offers a full range of general surgical services, including head and neck, thoracic, abdominal, and pediatric surgical services. Patients must be referred by their Primary Care Manager (PCM) and are seen by appointment only.

Immunizations Clinic 646-7598

Second Floor, East Wing, Located in the Pediatrics Clinic

The Immunizations Clinic provides immunization services to active duty personnel, civilian employees, retirees, and beneficiaries of all ages and from all military components.

Internal Medicine Clinic 646-7714

Second Floor, East Wing

This clinic specializes in non-surgical illnesses of adults, providing specialty services in Cardiology, Dermatology, Neurology or Pulmonology. Please check-in at the Internal Medicine Department front desk if you have an appointment for any of these specialties.

Laboratory 646-7357

Second Floor, West Wing

The Laboratory conducts outpatient specimen collections. In most cases, your doctor will order laboratory testing in the hospital computer system so your identification card is all that is required when you come to the laboratory. For special testing, your doctor or clinic may give you a paper laboratory request to bring with you to the laboratory. No appointments are necessary.*
*For 3 hour Glucose tolerance test and semen analysis, you must make an appointment.

Mental Health Clinic

BLUE TEAM Third Floor, West Wing 646-7135

GOLD TEAM Fourth Floor West Wing 646-7645

The Mental Health Clinic offers a wide variety of outpatient mental health services. This department works closely with the Substance Abuse Rehabilitation Department, Case Management Department, Family Advocacy, Educational & Developmental Intervention Services and the mental health counseling services offered at the Personal Services Center. Entry into this clinic is by provider referral and patient self referral.

Clinical Services

Neurology Clinic 646-7853

Second Floor, East Wing

The Neurology Clinic provides and coordinates inpatient and outpatient services relative to patients having disorders of the neurologic system. This clinic is for adults and children who require neurologic evaluation. Appointments are obtained by referral from your Primary Care Manager (PCM).

Neurosurgery Clinic 646-7099

Second Floor, East Wing

The Neurosurgery Clinic evaluates children and adults with surgical conditions affecting the brain, spinal cord, spine and peripheral nerves. Appointments are obtained by a consult and referral from your Primary Care Manager (PCM).

Nutrition Clinic 646-7517

First Floor, East Wing, located in the Family Medicine Clinic

A consult from your Primary Care Manager (PCM) is needed to obtain access to this service. You will receive instructions and educational materials regarding your diet.

Obstetrics & Gynecology Clinic 646-7267

Third Floor, West Wing

The OB-GYN clinic is committed to providing comprehensive care and enhanced services designed exclusively for women. All of our services are provided in a courteous, compassionate and confidential environment. Appointments are obtained by physician referral only.

Occupational Medicine Clinic 646-7485

First Floor, Central

Occupational Medicine provides occupational medical surveillance and certification examinations for active duty personnel and civilian employees. This clinic provides a variety of medical programs, including blood-borne pathogens, radiation health, reproductive hazards, asbestos screening, preplacement examinations, and epidemiologic investigation of occupational illness.

Ophthalmology Clinic 646-7115

Third Floor, East Wing

Ophthalmology provides care for medical and surgical diseases of the eye. You will need a consult and referral from your Primary Care Manager for an appointment.

We do not offer laser eye correction such as PRK, Lasik, Lasek, ICL, etc.

Optometry 646-7387

Third Floor, East Wing

The Optometry Clinic provides comprehensive vision examinations, spectacle ordering, and diagnosis and treatment of eye diseases and injuries. Contact lens fitting services are not available unless you are enrolled in the Aviation Contact Lens Program or have a sight-threatening need.

Orthopedic Clinic 646-7351

First Floor, East Wing

The Orthopedic Clinic provides outpatient and surgical treatment of traumatic, chronic, acquired and congenital musculoskeletal conditions. The fracture clinic, handles acute injuries referred through the Emergency Department and or branch clinics. All other appointments for this clinic are made by Primary Care Manager referral only.

Pediatrics Clinic 646-7304

Second Floor, East Wing

The Pediatric Department provides well-baby care and treatment of childhood illnesses and other conditions on an outpatient basis. Well-baby appointments are provided at 2 weeks, 2, 4, 6, 9, 12, 15, 18 and 24 months and then annually thereafter.

Pharmacy 646-7191

First Floor, West Wing

Outpatient Pharmacy hours of operation are Monday through Friday: 7 a.m. - 7 p.m. and Saturdays from 7 a.m. - 5 p.m. Closed Sundays and Holidays. Inpatient and Emergency Room services available 24 hours a day. For prescription refills, use the automated telephone refill system by dialing 643-1111.

Physical Therapy/Occupational Therapy 646-7430

First Floor, East Wing

Physical Therapy provides consultation, evaluation, and treatment for most medical specialties with an emphasis on orthopedic conditions. Occupational Therapy provides consultation, evaluation, and treatment for most medical specialties with an emphasis on orthopedic elbow, hand, wrist, and digit conditions. A consult and referral from your Primary Care Manager (PCM) is needed to obtain access to this clinic.

Radiology 646-7444

First Floor, West Wing

The Radiology Department divided into two divisions, Diagnostic and Imaging, offering various services from general routine x-rays to specialty studies. Please check-in at the front desk for all Radiological appointment such as CT, MRI, Mammography, Nuclear Medicine, Ultrasound and/or basic X-rays.

Substance Abuse Rehabilitation Department 645-3568

Camp Foster, Bldg. 440

SARD's mission is to provide timely, consistent and effective care for active duty military members and other eligible beneficiaries with substance abuse and/or gambling disorders, which interfere with their occupational and interpersonal functioning.

Urology Clinic 646-7168

Second Floor, East Wing, located in Internal Medicine Clinic

Urology is the surgical sub-specialty caring for surgical disorders of the adrenal glands, kidneys, ureters, bladder and male genitourinary tract.

Branch Clinics

Bush Clinic **622-7632**
Camp Courtney, Bldg. 2490
Active Duty and Family Medicine Services

Evans Clinic **645-7372**
Camp Foster, Bldg. 449
Active Duty Only

Futenma Clinic **636-3150**
MCAS Futenma, Bldg. 676
Active Duty Only

Hansen Clinic **623-4623**
Camp Hansen, Bldg. 2386
Active Duty Only

Kinser Clinic **637-4995**
Camp Kinser, Bldg. 1460
Active Duty and Family Medicine Services

Schwab Clinic **625-2260**
Camp Schwab, Bldg. 3510
Active Duty Only

WARDS

Intensive Care Unit (ICU) 646-7555

Second Floor, West Wing

The Intensive Care Unit cares for patients who require continuous advanced monitoring. Our population ranges in age from infants to senior adults.

Multi-Service Ward (MSW) 646-7555

Fourth Floor, West Wing

The MSW is an inpatient ward that cares for a wide variety of medical and surgical patients.

Mental Health Inpatient Facility

Fourth Floor, West Wing

For information, please call the U. S. Naval Hospital Quarterdeck at 646-7555.

Mother-Infant Care Center

Triage 646-7182

Third Floor, West Wing **Nurse's station** 646-7176

The MICC offers a state-of-the-art birthing experience for expecting mothers and their families. There are 14 patient Suites incorporating the modern concept of a single room used for each phase of the delivery experience: labor, delivery, recovery, and post-partum care. Each Suite features a private bathroom, sleeping accommodations for an additional family member, and panoramic views of Okinawa and surrounding ocean.

Neonatal Intensive Care Unit 646-7555

Third Floor, West Wing

The NICU, or Neonatal Intensive Care Unit provides comprehensive care for sick and premature newborns. It is a part of the 18th Medical Group at Kadena Air Base, housed in U.S. Naval Hospital Okinawa. It is staffed by neonatologists (pediatricians who specialize in intensive care of sick and premature newborns), registered nurses, medical technicians and corpsmen. As the only DoD NICU in the Western Pacific, it serves as a consultation and referral service for infants throughout the region to include Guam, Korea and mainland Japan, providing aeromedical evacuation services to Okinawa and CONUS when required.

Our wards feature breathtaking views featuring the beauty of Okinawa and surrounding ocean for a patient-centered healing experience.

Resources

Shoppette & Food Court

First Floor, Quarterdeck Entrance

An Army & Air Force Exchange Service (AAFES) shoppette is located on the first floor near the main entrance. The shoppette offers cards, flowers, magazines, snacks, candy, and sundry items for the convenience of our patients and their families. In addition, self-service vending machines are available 24 hours a day in the food court area adjacent to the shoppette.

The food court area also has a SUBWAY™ cart and a coffee kiosk for the enjoyment and convenience of our guests.

The Akebana Café - Hospital Galley

Basement Level

A wide variety of fresh food and hot meals is served at the hospital cafeteria, located on the Basement level. The facility is open to patients and visitors during meal hours, and accepts cash and credit cards. Take out meals are also available.

Meal Hours:

- Breakfast: 6:00 a.m. - 7:30 a.m.
- Lunch: 11:00 a.m. - 1:00 p.m.
- Dinner: 4:00 p.m. - 6:00 p.m.

Taxi Service

Commercial taxi service is available for patients from base to base or for services in town. For service, contact off-base numbers 937-2467, 939-1660 or 892-0660 (prefix with 99 when on-base). Assistance with calling a taxi is available at the hospital Information Desk.

The Green Line Bus Service 645-3843

The Green Line shuttle is available for those patients who must travel from within Camp Foster or base-to-base. For information on the shuttle bus, visit the MCB Butler web site at: http://www.mcbbutler.usmc.mil.

Barber Shop

First Floor, West Wing

Hours: M-F; 8:00 a.m. to 5:00 p.m.

Barber shop services are available on the first floor. Haircuts available by appointment (stop by and sign up for an available slot) and walk-in customers are accepted on a space-available basis.

American Red Cross 646-7555

First Floor, West Wing

The American Red Cross manages the hospital's volunteer program and welcomes you to volunteer your time and energy.

Building Information

Parking

Patient parking is available in the main parking lot off of Tarawa Road near the front entrance of the hospital and also at the back entrance of the hospital for Emergency, Family Medicine and Pediatrics patients. Handicapped parking spaces are available, as well as specially marked spaces for the safety and convenience of pregnant mothers and mothers with small children.

Hospital Access

The hospital may be accessed easiest through the commissary gate (Gate 5) or the Spot gate (Gate 4), then traveling up Tarawa. Detailed directions are on the back of this handbook. The hospital gate (Gate 7) will not be open until the entire campus is completed, which is currently scheduled for late 2015.

Identification Badges

All hospital personnel are required to wear an identification badge in plain view. You may ask staff members involved in your care to identify themselves and show their badge at any time.

Smoking Policy

U.S. Naval Hospital Okinawa is a smoke-free facility. Smoking is not permitted anywhere but the designated outdoor smoking areas.

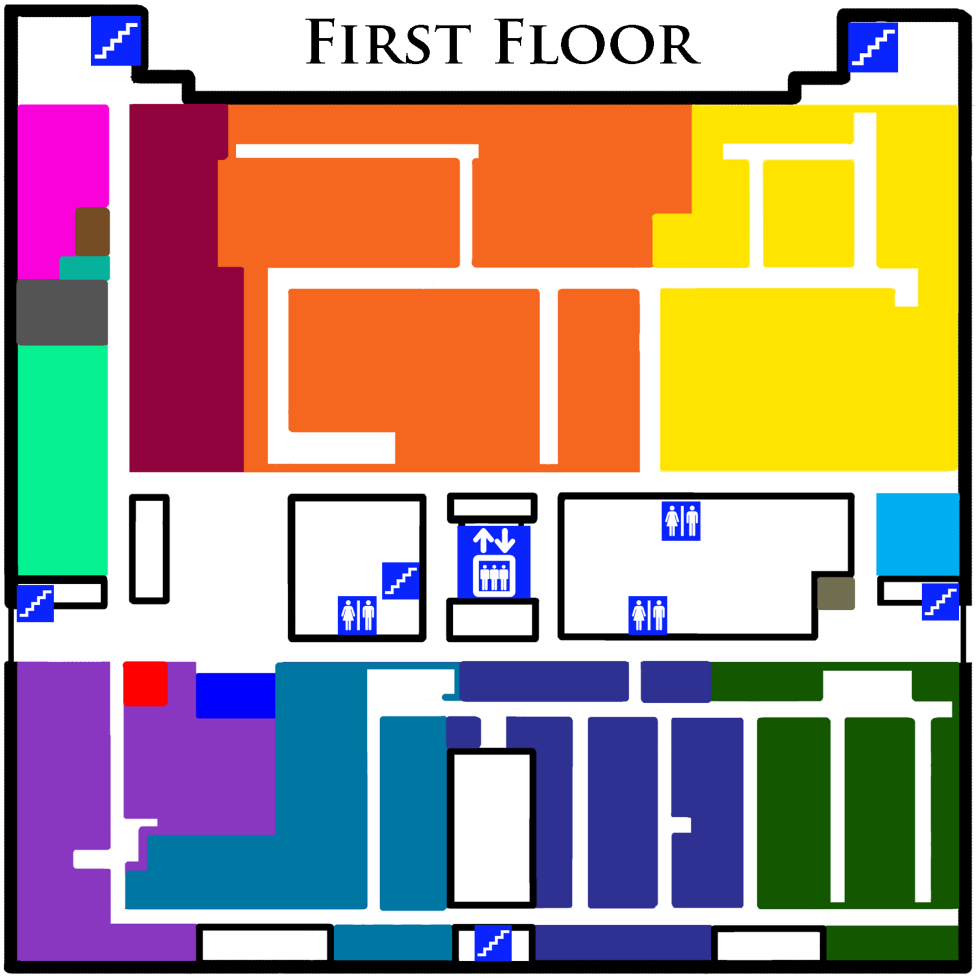
**If you are interested in quitting tobacco, we can help.*
Call our Health Promotions office at 646-7912 or talk to your Primary Care Manager to get started.

Wireless Internet

The hospital has select locations where patients and visitors can access the internet through their laptops and mobile devices free of charge. "Hotspots" include:

- Pharmacy Waiting Area
- Emergency Department Waiting Room
- Ambulatory Procedure Unit (APU) Waiting Room
- Post-Anesthesia Care Unit (PACU) Waiting Room
- Neonatal Intensive Care (NICU) Lounge
- Mother-Infant Care Center (MICC) Lounge
- Multi-Service Ward (MSW) Lounge

Building Directory: First Floor

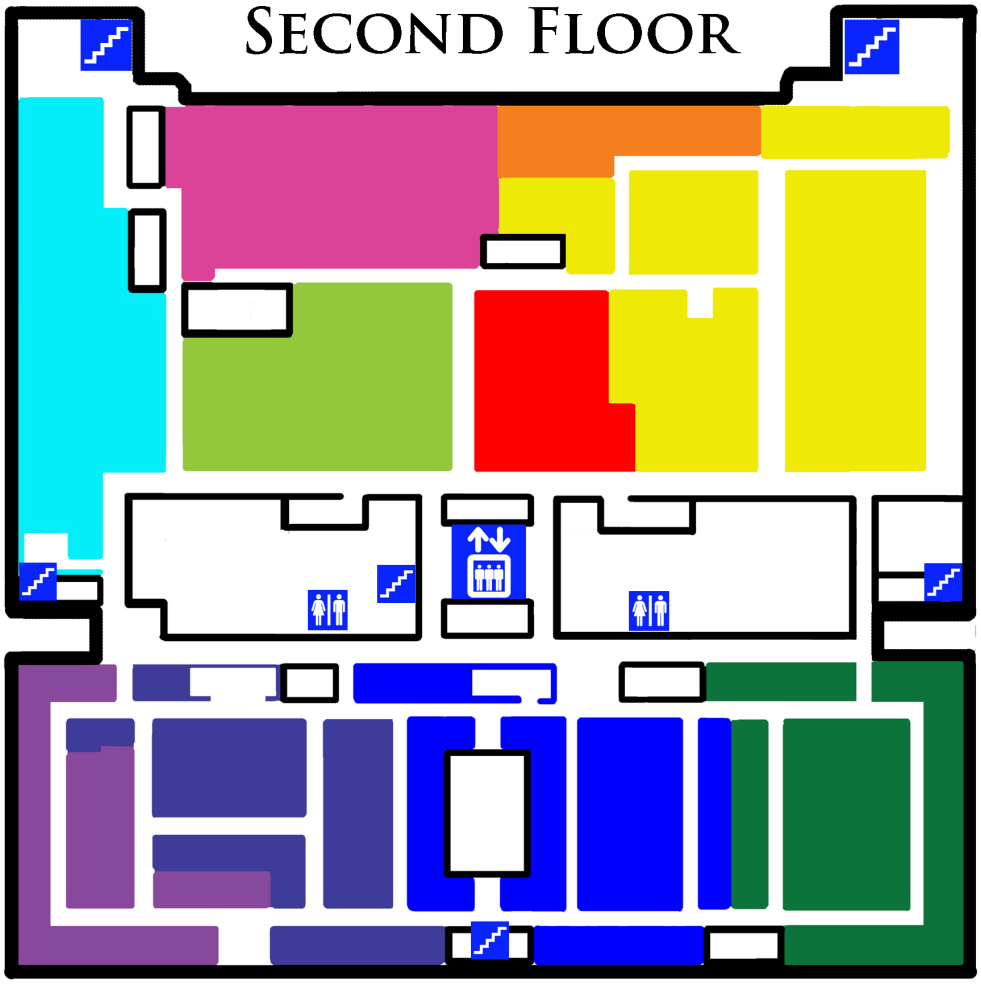


Front Entrance

Family Medicine Entrance

American Red Cross
Aerovac
Barber Shop
Birth Registration
Command Ombudsman
Emergency Department
Family Medicine
Food Court
Occupational Medicine
Occupational Therapy
Orthopedics
Outpatient Records
Pastoral Care
Pharmacy
Physical Therapy
Podiatry
Quarterdeck
Radiology Department
Referral Management
Shoppette
Tricare Service Office
Uniform Business Office

Building Directory: Second Floor



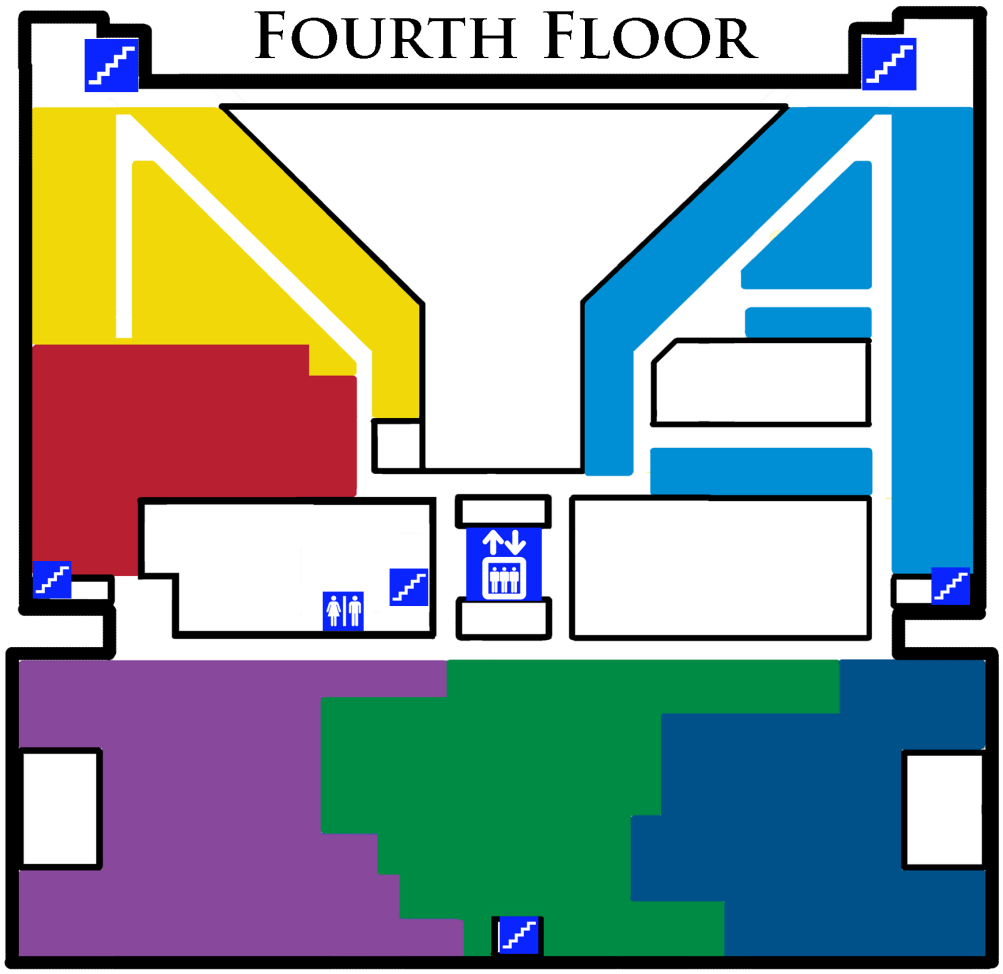
Ambulatory Procedure Unit
Anesthesiology
Cardiovascular Services
Deployment Health Center
Dermatology
General Surgery
Intensive Care Unit
Laboratory
Neurology
Neurosurgery
Pediatrics
Post Anesthesia Care Unit
Pulmonary
Respiratory
Surgical Suite
Urology

Building Directory: Third Floor



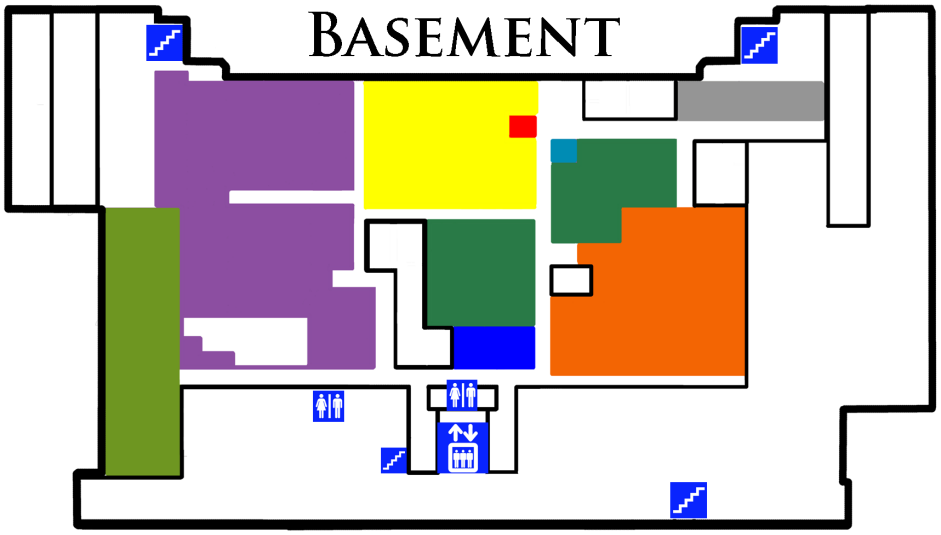
Audiology
Dental
Ear, Nose & throat
Gynecology
Health Promotions
Lester Library
Mother Infant Care Center
Neonatal Intensive Care Unit
Obstetrics
Ophthalmology
Optometry
Outpatient Mental health - Blue Team
Safety Office
Staff Education & training

Building Directory:



Command Suite
Healthcare Business
Human Resources Department
Information Technology Department
Inpatient Mental Health
Multiservice Ward
Operations Management
Outpatient Mental Health - Gold Team
Patient Administration
Resource Management

Building Directory: Basement



Biomed Repair
Command DAPA
Emergency Management
Food Operations
Akebana Café—Galley
Medical Photography
Material Management
Pathology
Sterile Processing Center

Location

From Kadena Air Base or Camp Lester

1. Head south on Highway 58.
2. Turn left onto Highway 130, and immediately get into the right-hand turn lane.
3. Turn right, enter Camp Foster Gate 4 (Spot Gate). Continue on Stillwell Drive.
4. Proceed through the traffic light, make your first left onto Tarawa Road.
5. Continue to top of Tarawa Road.



From MCAS Futenma or Camp Kinser

1. Head north on Highway 58.
2. Proceed through Highway 81 intersection, and get into right-hand turn lane.
3. Turn right, entering Camp Foster Gate 5 (Commissary Gate).
4. Proceed on Stillwell Drive, just past the sports fields, turn right onto Tarawa Road.
5. Continue to top of Tarawa Road.

Physical Address

U.S. Naval Hospital Okinawa, Japan
Building 960, Camp Foster

Mailing Address

U.S. Naval Hospital Okinawa
PSC 482 Box 1600
FPO AP 96362-1600

Typhoons & Tropical Storms

Tropical Cyclone Conditions of Readiness

Typhoons and tropical storms are frequent occurrences in Okinawa. Although the island can experience a typhoon any time of year, typhoon season runs from June 1 through November 30. If you are TAD/TDY to the hospital during a typhoon, your caseworker or supervisor will give you instructions for what to do when the storm approaches.

At TCCOR-1 Caution:

Routine admissions at U.S. Naval Hospital, outpatient visits to the hospital and all Branch Medical Clinics on-island are suspended until the return to TCCOR Storm Watch.

Emergency care will continue to be available at U.S. Naval Hospital Emergency Department throughout the duration of the storm. If your appointment was cancelled due to the typhoon, call the clinic and reschedule after the storm has passed.

Pregnant mothers at 37 weeks or greater are advised to come to the hospital when TCCOR 1 Caution is announced. Please check in at the Quarterdeck and expect to remain onboard until weather conditions are safe. Keep in mind that accommodations will be in a community setting and privacy will be limited. Due to space restrictions, you may bring only ONE adult with you (no children or pets please). For your comfort, we recommend that you bring:

- Sleeping bag & pillow
- Prescription meds
- Appropriate comfortable clothing
- Toiletries and towels
- Snacks
- Entertainment (playing cards, puzzles, games, books)
- Headphones for portable entertainment devices
- Small bills and change for the Galley (the Galley also accepts credit cards)

If you need medical care during your stay, you will report to the Mother Infant Care Center. If you do not need medical care, we will continue to provide you with shelter until cleared to return home.

TCCOR 4:	Destructive winds of 50 knots or greater are possible within 72 hours.
TCCOR 3:	Destructive winds of 50 knots or greater are possible within 48 hours.
TCCOR 2:	Destructive winds of 50 knots or greater are anticipated within 24 hours.
TCCOR 1:	Destructive winds of 50 knots or greater are anticipated within 12 hours.
TCCOR 1 Caution:	Destructive winds of 50 knots or greater are anticipated within 12 hours. Actual winds are 34 -49 knots. **ALL NONESSENTIAL PERSONNEL WILL BE RELEASED TO THEIR QUARTERS AT THIS TIME.**
TCCOR 1 Emergency:	Actual winds of 50 knots or greater are occurring. **ALL OUTSIDE ACTIVITY IS PROHIBITED.**
TCCOR 1 Recovery:	Destructive winds of 50 knots are no longer occurring. Actual winds are 34-49 knots.
Storm Watch:	The typhoon is moving away but base is still feeling some effects. Hazardous conditions may exist due to storm damage. In some cases the storm could return to Okinawa , so stay alert.
All Clear:	Hazardous conditions and winds are no longer present. Return to normal duties.

Notes

Useful Phone Numbers

Emergency Telephone Numbers

Ambulance	
On-base	911
Off-Base	911-1911
From Cell Phones	098-911-1911
From VOIP/Vonage Phone Service	11-81-98-911-1911
Poison Control	646-7311
Emergency Room	646-7311
Dental Emergencies	
Working hours	646-7862
After hours, Foster Area	645-7381
After hours, Hansen Area	623-4657

Other Frequently Used Telephone Numbers

USNH Okinawa Information Desk	646-7555
Bush Branch Medical Clinic (Courtney)	622-7632
Evans Branch Medical Clinic (Foster)	645-7372
Futenma Branch Medical Clinic	636-2911
Hansen Branch Medical Clinic	623-4623/4328
Kinser Branch Medical Clinic	637-4995
Family Medicine Clinic	646-7517
Schwab Branch Medical Clinic	625-2104/2272
Health Promotions	646-7912
Pharmacy	646-7191/7186
Automated Prescription Refills	643-1111
SMART Clinics	
Camp Foster	645-6999
Camp Hansen	623-6561
Camp Kinser	637-3922

Keep up to date with USNH Okinawa on the World Wide Web:

U.S. Naval Hospital Okinawa Home Page: *http://www.med.navy.mil/sites/nhoki*

Like us on Facebook: *http://www.facebook.com/usnho*

Follow us on Twitter: *http://twitter.com/usnho*